

441—11.2(217) Establishment of claim.

11.2(1) *Accounts.* The department shall maintain an account for each debt that has occurred. The account shall contain the following:

- a. A debtor name and account number.
- b. Program in which the debt occurred.
- c. Date the debt was discovered.
- d. Inclusive dates of the debt.
- e. Total dollar amount of each debt.
- f. Primary cause of the debt.
- g. Any transaction applied to this debt.

11.2(2) *Notice of debt.* A claim is established when the first notice of the debt is issued to the household on one of the following forms:

- a. Form 470-0338, Demand Letter for Food Assistance Agency Error Overissuance.
- b. Form 470-2616, Demand Letter for FIP/RCA Agency Error Overissuance.
- c. Form 470-2891, Demand Letter Notice of Medical Assistance Overpayment.
- d. Form 470-3486, Demand Letter for Food Assistance Intentional Program Violation Overissuance.
- e. Form 470-3487, Demand Letter for Food Assistance Inadvertent Household Error Overissuance.
- f. Form 470-3490, Demand Letter for FIP/RCA Client Error Overissuance.
- g. Form 470-3627, Demand Letter for Child Care Assistance Provider Error Overissuance.
- h. Form 470-3628, Demand Letter for Child Care Assistance Agency Error Overissuance.
- i. Form 470-3807, Demand Letter for Child Care Assistance Client Error Benefit Overissuance.
- j. Form 470-3984, Notice of Healthy and Well Kids in Iowa (HAWK-I) Premium Overpayment.
- k. Form 470-3990, Demand Letter for PROMISE JOBS Agency Error Overissuance.
- l. Form 470-3991, Demand Letter for PROMISE JOBS Client Error Overissuance.
- m. Form 470-3992, Demand Letter for PROMISE JOBS Provider Error Overissuance.
- n. Form 470-4179, Notice of Food Assistance Trafficking Debt.

11.2(3) *Change in debt.* An additional notice of debt shall be issued if a change occurs in the amount or period of the debt.

11.2(4) *Collection action.* No collection action shall be initiated on:

- a. A debt for which no notice of debt has been issued to the household.
- b. A debt that is in appeal status.
- c. A debt that is in suspended status due to an exception to policy.